

CLAIMS

1. A method of operating an enterprise in which the enterprise provides data-processing
5 resources to at least selected employees for executing and managing business and personal
life events of the employee concerned in an integrated manner.
2. A method according to claim 1, wherein the enterprise provides secure storage space for
electronically holding personal data on behalf of the employee in a manner such that the
10 enterprise is not able to access that data.
3. A method according to claim 1, wherein the data processing resources monitor the state
of life events executed and/or managed through them, in order to detect and correct any
inconsistencies or effect required updates in relation to other enterprise data resources
15 whereby enterprise data about the employee is kept in step with changes in employee
personal data occasioned by personal life events of the employee.
4. A method according to claim 1, wherein the data processing resources monitor the state
of life events executed and/or managed through them, in order to detect and correct any
20 inconsistencies or effect required updates across events.
5. A method according to claim 1, wherein the enterprise makes available event-related
service packages through prior agreement with selected service providers, at least certain of
these service packages relating to tasks involved in personal life events.
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6. A method according to claim 5, wherein at least for certain events, the employee has the
option of selecting between services provided by a said selected service provider and
services discovered through a brokerage service.
7. A method according to claim 5, wherein the quality of service provided by a selected
30 service provider when providing service to an employee through a service package is
monitored by the enterprise.

8. A method according to claim 1, wherein for at least certain events the data processing resources provide a respective associated know-how map that plots out the tasks required to be fulfilled in relation to the event, the data processing resources giving the employee
5 the opportunity to select a service provider for each task represented in the know-how map and enabling task-execution interactions to take place between the employee and the service provider selected by the employee.

9. A method according to claim 8, wherein for multi-task events the resources further
10 provide both consistency checking between tasks and status tracking for the event as a whole.

10. A life-events management service involving providing data-processing resources for
15 executing and managing business and personal life events of a user in an integrated manner with the state of life events executed and/or managed through the service being monitored in order to detect and correct any inconsistencies or effect required updates across events.

11. A life-events management service according to claim 10, wherein the service inter-
20 works with other data processing resources associated with the business life of the user in order to detect and correct any inconsistencies or effect required updates in relation to those other data resources.

12. A life-events management service according to claim 10, wherein the service makes
25 available event-related service packages through prior agreement with selected service providers.

13. A life-events management service according to claim 12, wherein at least for certain
30 events, the user has the option of selecting between services provided by a said selected service provider and services discovered through a brokerage service.

14. A life-events management service according to claim 12, wherein the quality of service provided by a selected service provider when providing service to a said user through a service package is monitored by the life-events management service.

- 5 15. A life-events management service according to claim 10, wherein for at least certain events the data processing resources provide a respective associated know-how map that plots out the tasks required to be fulfilled in relation to the event, the data processing resources giving the user the opportunity to select a service provider for each task represented in the know-how map and enabling task-execution interactions to take place
10 between the employee and the service provider selected by the user.

16. A life-events management service according to claim 15, wherein for multi-task events the resources further provide both consistency checking between tasks and status tracking for the event as a whole.

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17. A life-events management service involving providing data-processing resources for executing and managing business and personal life events of a user in an integrated manner, the service making available event-related service packages through prior
20 agreement with selected service providers.

18. A life-events management service according to claim 17, wherein at least for certain events, the user has the option of selecting between services provided by a said selected service provider and services discovered through a brokerage service.

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19. A life-events management service according to claim 17, wherein the quality of service provided by a selected service provider when providing service to a said user through a service package is monitored by the life-events management service.

- 30 20. A life-events management service according to claim 17, wherein for at least certain events the data processing resources provide a respective associated know-how map that plots out the tasks required to be fulfilled in relation to the event, the data processing

resources giving the user the opportunity to select a service provider for each task represented in the know-how map and enabling task-execution interactions to take place between the user and the service provider selected by the user.

5 **21.** A life-events management service according to claim 20, wherein for multi-task events the resources further provide both consistency checking between tasks and status tracking for the event as a whole.

10 **22.** A life-events management service involving providing data-processing resources for executing and managing business and personal life events of a user in an integrated manner, the data processing resources providing, for at least certain events, a respective associated know-how map that shows out the tasks required to be fulfilled in relation to the event, the data processing resources giving the user the opportunity to select a service
15 provider for each task represented in the know-how map and enabling task-execution interactions to take place between the user and the service provider selected by the user.

20 **23.** A life-events management service according to claim 22, wherein for multi-task events the resources further provide both consistency checking between tasks and status tracking for the event as a whole.

24. A life-events management service according to claim 22, wherein the service makes available event-related service packages through prior agreement with selected service providers and the user has the option of selecting such a package for effecting one or more
25 tasks related to a current event or of using a service provider discovered through a brokerage service.

25. A life-events management service according to claim 24, wherein the quality of service provided by a selected service provider when providing service to a said user
30 through a service package is monitored by the life-events management service.